



Design & Implementation Team Meeting Notes - September 23, 2004

Agenda:

Welcome & Introductions

New Members, housekeeping

Workforce Development Council – Board Report

Prioritized Regional Industry Sectors (*Health, Manufacturing, Construction*)

One-Stop Operator Report

Process & Program Integration

Partner Updates

3:00pm Adjourn

ACTION SUMMARY

- What we can learn from Columbia Basin was discussed, including an examination of the most appropriate venue for such discussions – **Decision:** This will be on the agenda for the next Center Use Team meetings.
- Gay will contact Michelle Mann and Darrell Campbell from the Benton-Franklin WDA and request they make a presentation about the Columbia Basin Center at our next Design Team meeting.
- Jan Pickard will convene a meeting of Center Use Team representatives (two or three from each Center). They will identify system-wide issues/items from the certification process by examining the most recent Technical Assistance Reports issued to each Center by the Certification Team. This group will meet during the next two months and present a report at the next DAIT meeting, scheduled for December 9th.
- Mel – post the 'Guidelines for Accessible Documents' guide to Inside NW site
- All DAIT members – read and become familiar with the Reasonable Accommodation Policy and the Style Guide for further discussion at 12/9 meeting
- WorkSource Membership System – Gary to convene WMS Office Administrators and meet to improve process management of the system, get ready for coming enhancements, and identify what 'next state' implementation work is needed

MEETING NOTES

New members were introduced: Chris Mietus, Employment Security Administrator at Mount Vernon WorkSource Affiliate; Peg Evans-Brown, Supervisor of DVR at the WorkSource Affiliate; Cathryn Shepherd, Business Services Coordinator, WDC; Janet Pickard, WorkSource Whidbey Center Coordinator; Yvonne Williford, regional Coordinator for health care initiatives at the WDC.

WDC Board Report - Achieving Strategic Goals via Partner Activities

The facilitator noted several WDC board members and alternates were in attendance at today's meeting – Carl Johnston, Michelle Koci (for Gary Tollefson), Patty McKeown (for Gerald Pumphrey), Sheila Brillson (for Charles Sadler).

Gay reported on the proposed SKILLS panel for Marine Manufacturing and Technology, one of only seven (of 27) applicants continuing in the selection process. Funding of the proposal appears likely. Michele Koci reported on the relationship between the SKILLS panel and Skagit Valley College's 'Center of Excellence'. Centers of Excellence are broadly defined as places that industries can rely on to understand their particular needs and interests, to help solve their skill-related problems, to help ensure a continuing flow of new entrants, and to provide a source of upgrading its existing workforce. Gay reported that the WDC will develop customized training for incumbent workers in the marine manufacturing and technology sector. Bruce Alexander reported that Skagit Valley College has received grant funding to develop and maintain their marine manufacturing program. He lauded the improvements in safety being enjoyed in local marine manufacturing operations as a result of TIP grant activity. Gay reported on the recent successful marine manufacturing conference held in May in Anacortes, which drew together a large number of boat builders as well as agencies that provide training that supports the industry. There was discussion of the success that local collaborations have achieved. Our region serves as a model for others in the state. DAIT members discussed improved business services as a result of Northwest Region collaboration among agencies and training institutions, as well as with the business community.

Bruce Alexander provided a summary of Janike Industries' importance in our local economy, with emphasis on the high potential for many new skilled jobs. Patty McKeown spoke of the Center of Excellence at Bellingham Technical College in Process Technology, as well as collaborations between the college and regional refineries, who have recently formed a Process Technology Alliance. Local refineries have provided cash to the colleges in support of training programs, and have also provided a half million dollars worth of equipment for training. Team members discussed services to business provided by BTC and SVC, and the best ways to maximize the effectiveness of the training funds that are available, noting that the result will be better trained employees, higher safety standards, and improved bottom line for business, all of which benefits our local economy.

Health And Allied Services – Patty McKeown reported BTC graduated the first class of Registered (radiation) Technologists, several of whom have secured employment in the local area. There were training cohorts in Seattle, Everett and Bellingham, which used a combination of classroom training with clinicals. This has been a regional success. Graduates are getting high wages.

Patty reported BTC has expanded its Practical Nursing Program, introduced the Advanced Placement Group, and expanded the Nursing Assistant program. Beginning in Fall 2005 the Technical College will introduce the RN Option for LPNs to become RNs. SVC reported they also have increased enrollments in the nursing program. SVC has increased the number of students involved in the RN program from 52 to (???) (call Michele) All this has been made possible through the Northwest Alliance for Health Care Skills and collaborative efforts in our region.

Michele reported on the ESL Health Care program at Skagit Valley College. She reported on bridge programs among the three colleges in our region.

Mel Monkelis, Whatcom Community College, reported on improvements and expansions in that college's Nursing Program. He distributed an informational brochure. The expanded program will start in Fall 2005. There are three new short term certificate programs being offered now at WCC: Medical Practice Manager, Medical Receptionist, and Medical Billing Specialist.

There was general discussion of Northwest Region's success in developing and expanding health care training programs in order to serve the need of local employers.

Bruce Alexander reported that the TechPrep Consortium will convene a Manufacturing Summit at St. Joseph's Center in Mount Vernon, on October 22nd. One of the Summit goals is to form alliances that will support the development of a Manufacturing Tech career pathway from high school to work, to college and beyond.

Summer Health Career Camps – Brian Humphrey provided a summary of the health career camps initiative implemented by the Workforce Development Council. The camps have been offered at several high schools in Whatcom, Skagit and Island Counties over the past two summers. He reported that the program has been very successful – many participating students having selected health care as a career track, and secured summer or year-round part time jobs in the health care field. Gay reported the Summer Health Career Camps received a Governor's Best Practice Award, and provided a summary of the reasons that this initiative has been such a success.

Brian provided background on the 503 Incentive Grant, which has been used to fund the summer health camp initiative.

There was general discussion of health camps, and the workforce development system's connection with the educational system.

Gay reported on the WDC's collaboration with the Concrete and Sedro Woolley school districts to improve on-time graduation rates. Her comments generated a general discussion. It was noted that the Office of the Superintendent for Public Instruction (OSPI) web site contains information about drop out rates for all the school districts in the state.

Regional Business Services Plan

The Workforce Development Council is drafting a regional strategic guide to business services at the request of the Board to further guide achievements against strategic goals. Gay reported on progress to date. The Plan is still under development, and will be approved by the WDC board when complete. The Plan will serve a strategic rather than operational function. The Plan will describe and define business services provided by the workforce preparation system in our area. Team members engaged in discussion of the Plan.

Comprehensive Customer Data pilot project

Gay reported on the activities of this group, composed of directors from the Northwest, Olympic and Pierce Tacoma WDCs, ESD senior leadership and West Region administrators. They are examining data collection methods that measure performance, customer satisfaction and customer service. The ESD Commissioner has asked all 12 WDAs in Washington to contribute and participate in continued mystery shopper activities. Gay enumerated the various data sources that are collected by various agencies and distributed to various people. The pilot project seeks to amalgamate all this data and distribute it to those who can make improvements in services based on the data. The Group asks: where is the data, where does it come from, what do we want to do about it? There is a great need for the data. The pilot will be run in the northwest area, then introduced state-wide.

Northwest WDA Disability Policy

Carl Johnston reported that the WDC board approved the "Reasonable Accommodation" policy at its August 25 meeting. He explained the policy applies not just to each Center, but to all partner agencies. He announced that training will be made available to all partner agency staff on what is a reasonable accommodation and how to interact with customers with disabilities. The training is specifically aimed at Center Resource Specialists, and those staff at partner agencies who refer customers to the Centers for services. **ACTION:** post the 'Guidelines for Accessible Documents' pamphlet on Inside Northwest.

Gay reported the Northwest region is one of seven sites nationally serving as a pilot site for services to persons with disabilities, with a focus on youth. Malinda and Alex are in Washington DC right now attending the National Collaborative on Workforce and Disability for Youth (NCWD-Youth) meeting. This meeting is being attended by representatives from all national pilot sites.

Carl reported on the Disability Navigator – available now in 6 centers statewide – a disability specialist on-staff to provide assistance and guidance to persons with disabilities who come to the Centers. In some centers, the Navigator is DVR staff. There is an effort to assure that the Navigator is not the only person in a center who is knowledgeable about serving persons with disabilities, which is one of the reasons the above training is being provided.

How the procedures apply in sites where non-partner agency staff shares the space came under discussion. Not just the Centers, but at partner agency locations also. DVR will serve as consultant to any partner agency which requires guidance on providing services to persons with disabilities.

WorkSource Certifications

Gay reported WorkSource Whidbey was granted continued certification, by the Council at its August 25 meeting. Jan Pickard, Whidbey Center Coordinator, provided background information on the certification process at Whidbey. Gary provided a summary of the history of the conditional certification process Whidbey underwent, which included monthly updates to the Certification Team.

Gay reported the Mount Vernon Job Service Center received conditional certification as a WorkSource Affiliate. Chris Mietus reported the Plan of Action required by the Council has been submitted, and the Affiliate is awaiting approval of the Plan from the Quality Assurance Committee.

Gay provided information about current efforts to streamline the certification process - working with a consultant, gathering best practices from other WDCs, plus information gathered at the NAWB conference on methods used elsewhere in the nation.

The streamlined certification process will approach certification as an on-going process, to be engaged in as a regular feature of activity at the Center, rather than as a special event every two years, often disrupting normal Center operations.

Gay also reported efforts are underway to align the certification timing for WorkSource Skagit and the Skagit Affiliate site, to afford one certification process for the co-located site. This will require Council approval.

Gay discussed the certification process in general, particularly the importance of a center's ability to articulate the work that is being accomplished in a way that a layman can readily understand. Data should be expressed in an easy-to-read way, with descriptions of what will be done with the data, not simply what the data is, and how it has been collected.

Gay discussed the possibility that centers would work in concert with one another, presenting system-level issues to the Certification Team instead of the current model, where each Center presents the same information to the Certification Team as site-specific. **Action:** Jan Pickard will convene a meeting of Center Use Team representatives (two or three from each Center) to identify the system-wide issues/items in the certification process, based on an examination of the most recent Technical Assistance Reports issued to each Center by the Certification Team. This group will meet during the next two months and present a report at the next DAIT meeting, scheduled for December 9th.

Workforce Board Annual Leadership Conference

This conference will take place on November 9 & 10, at the Tacoma Sheraton. Gay provided information about the event, and invited Design Team members to attend. www.wtb.wa.gov. Click on 'events' then 'annual conference'.

One Stop Operator Report

Facilities Updates – Chris reported on progress toward building the new co-located site in Skagit County. Gary reported on the remodel currently underway at WorkSource Whatcom, which will address customer flow issues, and improve accessibility for customers with disabilities.

WorkSource Columbia Basin – This center received a state and national One Stop of the Year Award, a *summary* of which was distributed. Gary reported several northwest partner staff visited this center and that the Northwest Region is working hand in hand with Columbia Basin in the development of web-based services to customers. Many of the features of the Columbia Basin one stop facility are

incorporated in our design for the co-located Skagit site. His report sparked discussion among team members.

The statistics shown on the *summary* sparked discussion about data and the ability to pull needed data from the SKIES system. Gay reported the WDC has hired a data analyst, Mike Koepp, on a part time basis. Mike is the chair of the Computer Science Program at Whatcom Community College. There was discussion of Mike's role at the WDC, and how partner agencies can benefit from his expertise.

What we can learn from Columbia Basin was discussed, including an examination of the most appropriate venue for such discussions. Team members engaged in a lengthy discussion about data – the best ways to get it, how Columbia Basin gets and uses its data, and so forth.

ACTION: Gay will contact Michelle Mann and Darrell Campbell from the Benton-Franklin WDC and request they make a presentation about the Columbia Basin Center to our next Design Team meeting.

WorkFirst/WorkSource Integration Initiatives

Gay reported on the current initiative examining the feasibility of integrating the programs/services of WorkFirst and WorkSource, in order to eliminate duplication of services. Local leadership is responsible for preparing an appraisal/assessment of how this integration can take place in the locations currently available (Centers), with alternative locations identified, if appropriate. The draft feasibility study is due October 22.

Customer Flow

Jan presented WorkSource Membership System data on customer flow from the Whatcom, Skagit and Whidbey Centers, each of which prompted discussion and analysis. The slides shown were: New membership comparisons 2003-2004; Unique visitors comparisons 2003-2004; Total visits comparisons 2003-2004; Rollup of new and unique customers and total visits 2003-2004.

Process and Program Integration

WorkSource Membership System - Team members engaged in a discussion of customer data collected in the WMS - collection methods, and how it's used once collected. At present, the only required information is name and social security number. Beyond that, each center collects differing data from each customer, and not always consistently. Long discussion about WMS data, SKIES entries and so forth. No decision yet.

Each center uses the data received from WMS differently. The WMS system should be consistently applied, and the data received from customers should be consistent across the region. **ACTION:** Suggestion that WMS office administrators meet to examine the issue – define what data is collected, and a process to insure consistency. Set standards, establish processes. It was agreed to set the bar as high as possible on this. Carl reminded us that the disability disclosure must remain optional, and once collected, must remain confidential. Gary will convene Kathy Kerkvliet (WorkSource Affiliate), Angella Henry (WorkSource Skagit), Jan Pickard (WorkSource Whidbey) and AnnMarie Jordan at Whatcom.

Partner Updates

- ESD – Agency Performance Measures for Business Services: Sheila reported, using a handout. ESD has a northwest area business services team, which meets monthly. Setting benchmarks, making improvements. Her report sparked a discussion of the 'request for applicants' form, proposed as a replacement for the common job order form. The Design Team did not reach consensus on the common use of this form in our area. Tammy will bring information about the form's use to the next meeting, as the form is now in use at ESD – report on how the new form improves the process with businesses.
- DVR – Carl reported DVR will be able to serve more 'most significantly disabled' customers, beginning in October. The agency is phasing people off the wait list. This is the first phase of three over the next few months.

Attendance:

Rich Sandeen, Gary Smith, Donna Zimmer, Steve White, Bruce Alexander, Cathryn Shepherd, Jan Pickard, Tammy O'Neal, Brian Humphrey, Patty McKeown, Mel Monkelis, Mike Riber, Sheila Brillson, Chris Mietus, Consuelo Guandique, Martha Williams, Sharry Wade, Kathy Kerkvliet, Erika Smith, Peg Evans-Brown, Gay Dubigk, Shawn Brookshier, Michele Koci, Carl Johnston, Kathie Harrison, Ronnie Sue Johnson, Pam Church, Kit Vonnegut, Yvonne Williford (29)

Agenda items for December 9th DAIT meeting from Today's Meeting:

1. What we can learn from WorkSource Columbia Basin
2. Request for Applicants form – how does this new form improve process with businesses
3. Systemic issues and opportunities from Technical Assistance Reports to Centers as part of certification
4. *Guidelines for Accessible Documents, Presentations & Websites* – adopting a Partnership quality standard